

DWD Issuance 23-2008 Attachment 1, Section 1
CAP Unable to Locate Policy

Actions to Complete for Returned Mail

If the Temporary Assistance (TA) recipient's mail is returned and doesn't indicate a forwarding address, and it is determined the TA recipient does not live at that address:

1. Place the returned mail in the paper file;
2. Enter case notes regarding the reason for the returned mail; and
3. Send the 'Unable to Locate' alert to FSD.

Note: When reviewing the returned mail, make sure the entire address is printed on the envelope and the mailing address in Toolbox 2.0 was used.

If the alert has not been acted upon by FSD within 10 business days, contact local FSD.

Note: When determining if the TA recipient is actually still located at an address, contact the local post office to determine what the returned mail postal codes mean. "Unable to Locate-No forwarding address" can automatically be used to send the 'Unable to Locate' alert.

If the case manager discovers an alert was sent in error, a designated CAP supervisor (which is typically the CAP Coordinator) can delete an alert up to 4:00 pm the same day it is sent. Contact your appropriate CAP supervisor to determine who this is for your region. If an alert was sent in error and it is beyond the "same day", advise local FSD of the error and enter appropriate case notes.

If returned mail contains a forwarding address:

1. Place the returned mail in the paper file;
2. Enter case notes regarding the returned mail;
3. Enter the new address in 'Toolbox 2.0 (which will send the 'Change of Address' Alert to FSD);
4. Resend the mail to the new address; and
5. Do not send the 'Unable to Locate' alert.

If returned mail does not contain a forwarding address, but the address has been updated since the mail was sent (either from an address change received from FAMIS or an update by the client):

1. Enter case notes regarding the returned mail and that there is a more current address is in 'Toolbox 2.0;
2. Resend the mail to the new address; and
3. Do not send the 'Unable to Locate' alert.

If mail is returned and the TA recipient does continue to live at that address, continue with necessary steps (i.e. conciliation, sending a 2nd call-in letter, sanction, etc.). Do not send the 'Unable to Locate' alert.

Mail must be returned for the 'Unable to Locate' alert to be sent. If mail is not returned, continue with the "normal" letter process including Conciliation/Sanction.

Keep in mind that FSD is not required to complete any additional contacts; therefore, sending the 'Unable to Locate' alert could close the recipient's TA case immediately.

Case Closure Hearing Requests

The TA recipient may request a hearing within 90 days of the case closure. When a hearing is requested based on the 'Unable to Locate' alert, the CAP subcontractor becomes the primary "proprietor" of the evidence justifying the alert. Therefore, the case manager must attend the hearing and provide documentation proving the alert was appropriate.

When a TA recipient requests a hearing on this case closure, FSD will fax a copy of the application for hearing, or in many cases, the actual hearing paperwork to a Central Office CAP Coordinator. The Central Office CAP Coordinator will immediately review the Toolbox 2.0 record and determine if the 'Unable to Locate' alert was sent according to CAP policy.

- If the 'Unable to Locate' alert was sent in error:
 - The Central Office CAP Coordinator will:
 - Send an email to the designated regional CAP contact and the Central Office FSD staff stating: the 'Unable to Locate' alert was sent in error; the reason for the error; and DWD is withdrawing from the hearing; and
 - Document case notes in Toolbox 2.0.
- If the Central Office CAP Coordinator determines the 'Unable to Locate' alert was sent correctly:
 - The regional CAP coordinator and Central Office FSD staff will receive an email stating the alert was sent according to policy and give the date, time, and place of the hearing. If only the application for hearing was received by Central Office CAP staff, an email stating policy was followed will be sent and followed-up with a second email giving the time and location once the hearing paperwork is received;
 - The regional CAP coordinator should immediately notify the appropriate case manager that he/she will be required to participate in the hearing when scheduled; and
 - The case manager must be prepared to provide relevant testimony and/or documentation relating to the reason for the alert.

Most case closure hearings are held by telephone at the local FSD office; however, the TA recipient has the right to request an in-person hearing. In either instance the appropriate case manager (or supervisory/management staff familiar with the circumstances) must participate in the hearing or risk having the hearing officer rule in favor of the recipient based on lack of evidence supporting the state's case closure.

CAP staff participating in the hearing must keep one copy of the relevant evidence supporting the case closure and supply three other copies to:

1. The TA Recipient,
2. Hearing officer, and
3. FSD agency witness.

Note: CAP case managers can also attend the hearing via telephone as long as the required documentation has been provided to the appropriate individuals prior to the hearing. Staff participating in the hearing should contact the local FSD Eligibility Specialist (or FSD supervisor) immediately upon being notified of the hearing to determine how to submit the evidence in the case of a telephone hearing. This evidence may include all returned letters, and any other appropriate hard copy documentation.

Witnesses participating in the hearing will be asked to verbally qualify themselves and their evidence prior to providing testimony. The following is the suggested language to use during the hearing process:

“My name is (full name). I am employed by (name of employer) in the capacity of (working title). I have been employed by (name of employer) for (number of years). Our agency provides case management services to Temporary Assistance recipients through the Career Assistance Program.

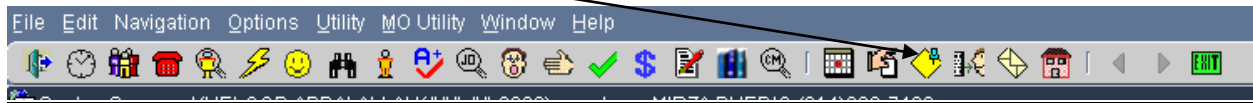
I have with me at this hearing the official case record of (full name of TA recipient). It is the policy of (name of employer) to maintain a case record on all CAP participants referred to our agency for case management services.

It is the regular course of business for case managers to make entries in the record at or near the time the client is seen for services or information about the recipient is obtained. Entries in the record for (full name of TA recipient) are in the usual form and I will be using information contained in the case record in my testimony.”

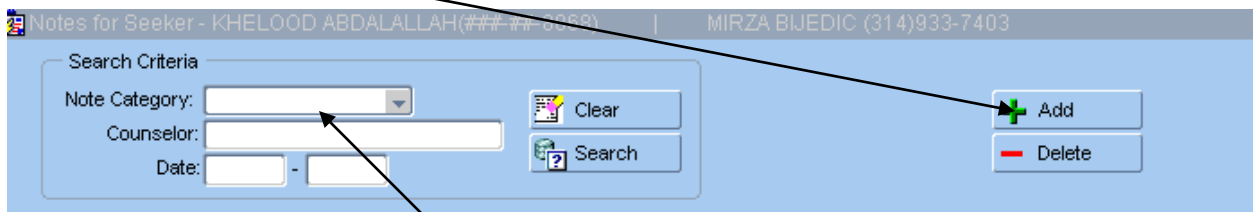
DWD Issuance 23-2008 Attachment 1, Section 2
Unable to Locate Toolbox 2.0 Instructions

Entering Case Notes:

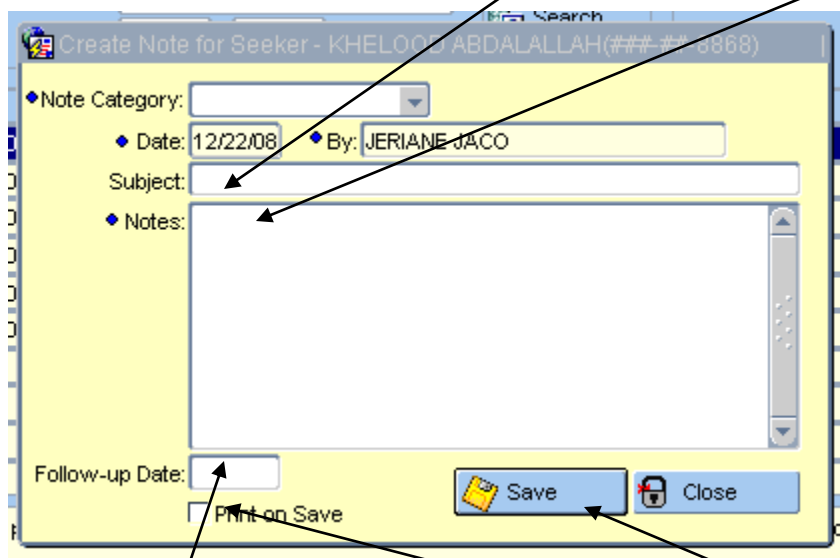
1. Click on the 'Notes' icon.



2. Click the 'Add' button.



3. Select the appropriate 'Note Category' drop down menu item.
4. Type the appropriate information in the 'Subject' field and enter 'Notes'.



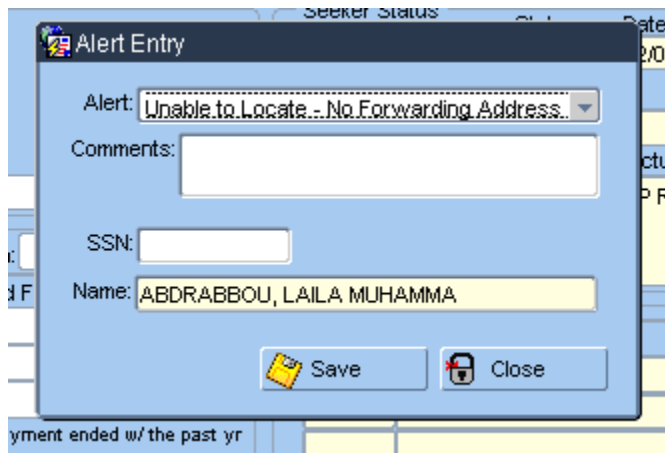
5. Enter 'Follow-up Date' if appropriate.
6. If you want a hard copy for the record click to select the 'Print on Save'.
7. Click the 'Save' button.

Sending the “Unable to Locate” alert:

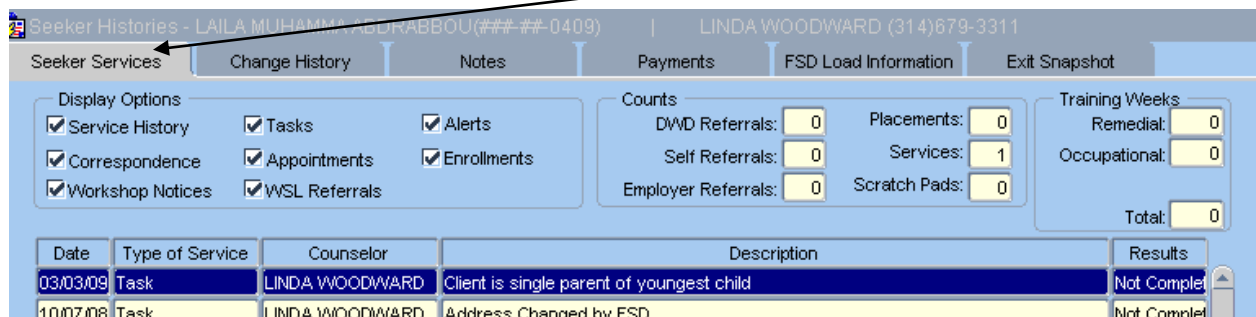
1. Click the ‘Options’ and Seeker Alerts.



2. Select the ‘Unable to Locate-No Forwarding Address’.



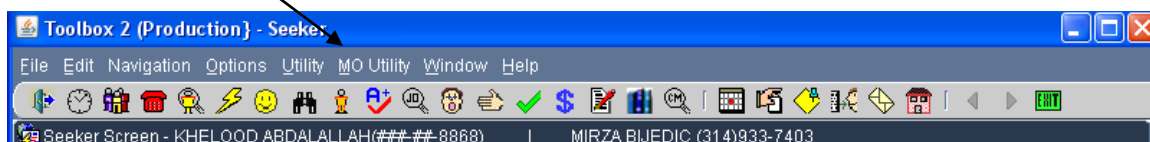
3. Verify the alert writes to the ‘Seeker Histories’, ‘Seeker Services’.



Deleting Alerts from ‘Daily Referrals Query’:

A designated CAP supervisor (which is typically the CAP Coordinator) can delete an alert up to 4:00 pm the same day it is sent.

1. Select ‘MO Utility’ and ‘Alerts Review’.



- This will bring up the “Daily Referrals Query” screen.
- Bring up the appropriate referral by the date, DCN, Program or Counselor criteria.

The screenshot shows the 'Daily Referrals Query' window. At the top, there are search filters: 'Start Date' (12/22/08), 'End Date' (empty), 'All' (selected), 'To CSE', 'To DSS', 'DCN' (empty), 'Program' (CAP Recipient), and 'Counselor' (empty). A 'Search' button is on the right. Below these is a table with columns: Date, Alert Code, Program, Work Status, and Comments. The table lists various alerts, with 'WHITTLE, TERRY JR' highlighted in blue. At the bottom left is a 'Delete Alert' button with a red minus icon, and at the bottom right is a 'Close' button with a lock icon. Arrows from the instructions point to the 'Start Date', 'DCN', 'Program', 'Counselor' fields, the 'Delete Alert' button, and the highlighted row.

Date	Alert Code	Program	Work Status	Comments
08/20/11	Teen Parent Not in an Education	TA ASLIN, BRITTANY DAWN		
12/22/08	Change of Address	TA WHITTLE, TERRY JR		
12/22/08	Change of Address	TA WHITTLE, TERRY JR		
12/22/08	Change of Address	TA BANKS, DENNIS		
12/22/08	Unable to Locate - No Forward	TA REEVES, SYDNEY C		
12/22/08	Unable to Locate - No Forward	TA GALLACHER, ANNETTE MARIE		
12/22/08	Employment Obtained - Awaiting	TA PAULEY, JENNIFER GRACE		Focus Healthcare
12/22/08	Pending Verification of Terminal	TA HALE, SARA BRITANEY		Shop N Save
12/22/08	Unable to Locate - No Forward	TA BLACKLEDGE, HOLLY C		Conciliation letter mailed on 12/4/08 was ref
12/22/08	Notify FSD to Begin Sanction Pr	TA MCCLENTON, TAMIKA M		The client did not appear for the sanction fo
12/22/08	Employment Obtained - Verifiec	TA TRONCIN, ROBIN LYNN		Knights Inn
12/22/08	Termination of Employment Ver	TA KETTERMAN, CHRYSTAL		JEAN LYKE
12/22/08	Change of Address	TA ATTEBERRY, JOSEPH ALAN		
12/22/08	Change of Address	TA ATTEBERRY, JOSEPH ALAN		

- Select the appropriate alert.
- Click on the ‘Delete Alert’ button.

Deleting Alerts from 'Seeker Histories':

1. Select 'Seeker Histories'
2. Select the 'Seeker Services' tab.

The screenshot shows the 'Seeker Histories' application window. The title bar includes 'File', 'Edit', 'Navigation', 'Options', 'Utility', 'MO Utility', 'Window', and 'Help'. The menu bar contains 'Seeker Histories', 'HOLLY C BLACKLEDGE(###-##-1249)', and 'ROB BAKER (573)431-2229'. The 'Seeker Services' tab is selected, showing a table of service history. The table has columns for Date, Type of Service, Counselor, Description, and Results. The second row, dated 12/22/08, is highlighted in blue and contains an alert: 'Unable to Locate - No Forwarding Address | Conciliation letter mailed on 12/4/08 was'. Below the table, there is a 'Delete Alert' button with a red minus icon and a 'Print List' button with a printer icon.

Date	Type of Service	Counselor	Description	Results
12/22/08	Task	ROB BAKER	Seeker 489921249 BLACKLEDGE, HOLLY C has a new note.	Not Complet
12/22/08	Alert	SANDRA MANCILLAS	Unable to Locate - No Forwarding Address Conciliation letter mailed on 12/4/08 was	
12/12/08	Task	ROB BAKER	Seeker 489921249 BLACKLEDGE, HOLLY C has a new note.	Completed
12/12/08	Task	SANDRA MANCILLAS	conciliation	Completed
12/04/08	Task	ROB BAKER	Seeker 489921249 BLACKLEDGE, HOLLY C has a new note.	Completed
12/04/08	Correspondence	SANDRA MANCILLAS	Pre Enrollment Conciliation	Mailed
11/07/08	Correspondence	SANDRA MANCILLAS	CAP Call-in Letter #2	Mailed
11/04/08	Service	PATRICIA SPENCER	Job Referral	
11/04/08	Service	PATRICIA SPENCER	Job Referral	
10/24/08	Task	ROB BAKER	Non-primary counselor added other phone in mediated	Completed
10/24/08	Task	ROB BAKER	Non-primary counselor updated the home phone in mediated	Completed
10/24/08	Task	ROB BAKER	Seeker 489921249 BLACKLEDGE, HOLLY C has a new note.	Completed
10/09/08	Correspondence	SANDRA MANCILLAS	CAP Call-in Letter #1	Mailed

3. Click on the alert and click 'Delete Alert'.

Automatic Address Change Alert:

1. Click on 'Find Seeker' and 'Seeker Info'.

Toolbox 2 (Test) - Seeker

File Edit Navigation Options Utility MO Utility Window Help

Seeker Screen - ADEL MEZHER ABUDARB(###-##-9709) | MONICA QUINN (314)746-0750

Find Seeker Seeker Info Des Job Title Edu/Cert Work History Referrals Other Scratch Pad Svc Referral Adv. Query

Name and Address Information

ADEL MEZHER ABUDARB

Mailing Address: 5032 CHIPPEWA ST

Street Address:

Phone Numbers

Home: (314)353-2932 Cell:

Work: Other: (314)583-0094

Saint Louis MO 63109

Bad Address Homeless

Email:

2. Update the 'Mailing Address' as necessary.
3. Verify the 'Change of Address' Alert shows on the 'Seeker Histories', 'Seeker Services'.

Toolbox 2 (Test) - Seeker Histories

File Edit Navigation Options Utility MO Utility Window Help

Seeker Histories - ADEL MEZHER ABUDARB(###-##-9709) | MONICA QUINN (314)746-0750

Seeker Services Change History Notes Payments FSD Load Information Exit Snapshot FSD TANF Participation

Display Options

Service History Tasks Alerts

Correspondence Appointments Enrollments

Workshop Notices WSL Referrals

Counts

DVD Referrals: 9 Placements: 0

Self Referrals: 0 Services: 26

Employer Referrals: 0 Scratch Pads: 0

Training Weeks

Remedial: 0

Occupational: 0

Total: 0

Date	Type of Service	Counselor	Description	Results
01/05/09	Alert	JERIANE JACO	Change of Address "	
01/05/09	Alert	JERIANE JACO	Volunteer Not Participating	